



## Login for Alumni Web Sites

The purpose of this document is to explain the process by which users log into Harvard alumni web sites—login methods are segmented by user type: alumni, students, and HAA associates sign in via the Harvard PIN system, while non-alumni and parents log in using a separate application.

### Login for Alumni, Students, and HAA Associates

All user authentication for alumni, students, and HAA Associates is administered by the **Harvard PIN system**. To access this system, users must first obtain **HarvardKey login credentials** by visiting <https://key.harvard.edu/select-user-type>.

A screenshot of the HarvardKey login page. The page has a white background with a dark blue header. On the left, there is a "MENU" button with a hamburger icon. In the center, the "HARVARDKEY" logo is displayed in a large, black, serif font. Below the logo is a horizontal banner image showing a close-up of a dark, ornate metal railing. Underneath the banner, the text "Select Your User Type" is centered. Below this, a paragraph of text explains the purpose of the page and provides instructions for users. A link "Help me choose my user type." is provided. Below the text are three buttons: "New to Harvard", "Alumni", and "Current PIN Holders". The "Alumni" button is highlighted with a dark blue border. Below the buttons, a section titled "Are you a Harvard alumnus/alumna? To claim your HarvardKey, you'll need the following:" lists four requirements: a 10-character HAA number, last name, degree year, and a personal email address. At the bottom, there is a line of text providing contact information for assistance. Finally, at the bottom right, there are two buttons: "Cancel" and "Continue".

MENU

# HARVARDKEY

Select Your User Type

To claim your HarvardKey, please begin by choosing the user type below that best describes you. (If you are an alumnus/alumna, and **also** a current Harvard student, faculty member, employee, or sponsored affiliation holder, please choose either "Current PIN Holders" or "New to Harvard".)

[Help me choose my user type.](#)

New to Harvard Alumni Current PIN Holders

Are you a Harvard alumnus/alumna? To claim your HarvardKey, you'll need the following:

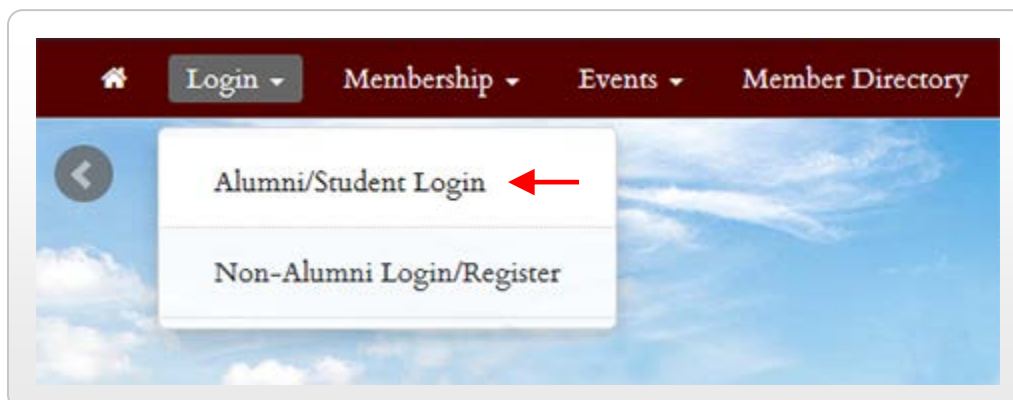
- Your 10-character Harvard Alumni Association (HAA) number (find this at the bottom of any recent email or mailing from the Alumni Association)
- Your last name
- Your degree year (holders of multiple Harvard degrees can use the year of any of their degrees)
- A personal email address to use for account reminders

If you have any problems along the way, feel free to email [ithelp@harvard.edu](mailto:ithelp@harvard.edu) or call 617-495-7777 for assistance.

Cancel Continue

From this screen, a user can click the tab that best describes his or her **user type** to obtain the appropriate instructions for claiming a HarvardKey.

Once a user has obtained a HarvardKey login name and password, he or she can sign into your site via the Harvard PIN system. To access the system, users first select the “**Alumni/Student Login**” option from the “**Login**” menu within your site’s primary navigation bar:



The **Harvard Key login screen** appears—this screen is part of the Harvard PIN authentication system:

A screenshot of the HarvardKey login screen. The page has a white background with a dark red header. The header contains a 'MENU' button with a hamburger icon and the 'HARVARDKEY' logo. Below the header is a banner image of a building's facade. The main content area is titled 'Please Log In' and contains instructions: 'To log in, please select your login type from the tabs below and enter your credentials. If you're not sure what login type to use, [look here for how you login with HarvardKey.](#)'. There are two tabs: 'HarvardKey' (selected) and 'Non-HarvardKey'. Below the tabs are two input fields: 'Login Name (in the form of an email address):' with the value 'me@exampleemailprovider.com' and 'Password:'. The background of the login form is a light gray with a faint image of a building's facade.

Upon successful authentication, the PIN system returns the user to your main web site, where he or she can access and/or update personal account information, etc.

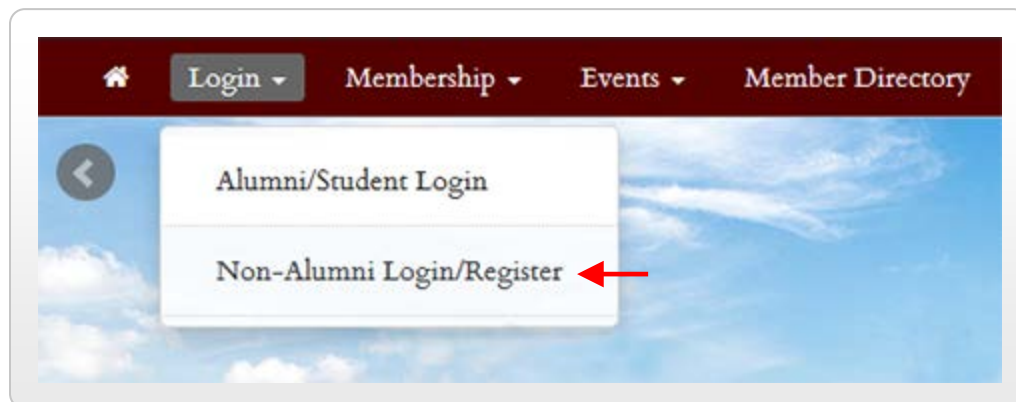


**Important:** even if you are logged into your site as an administrator, you cannot reset a password or create an account on a user’s behalf. Users must personally visit the HarvardKey login screens described in the preceding sections to set up an account or change a password.

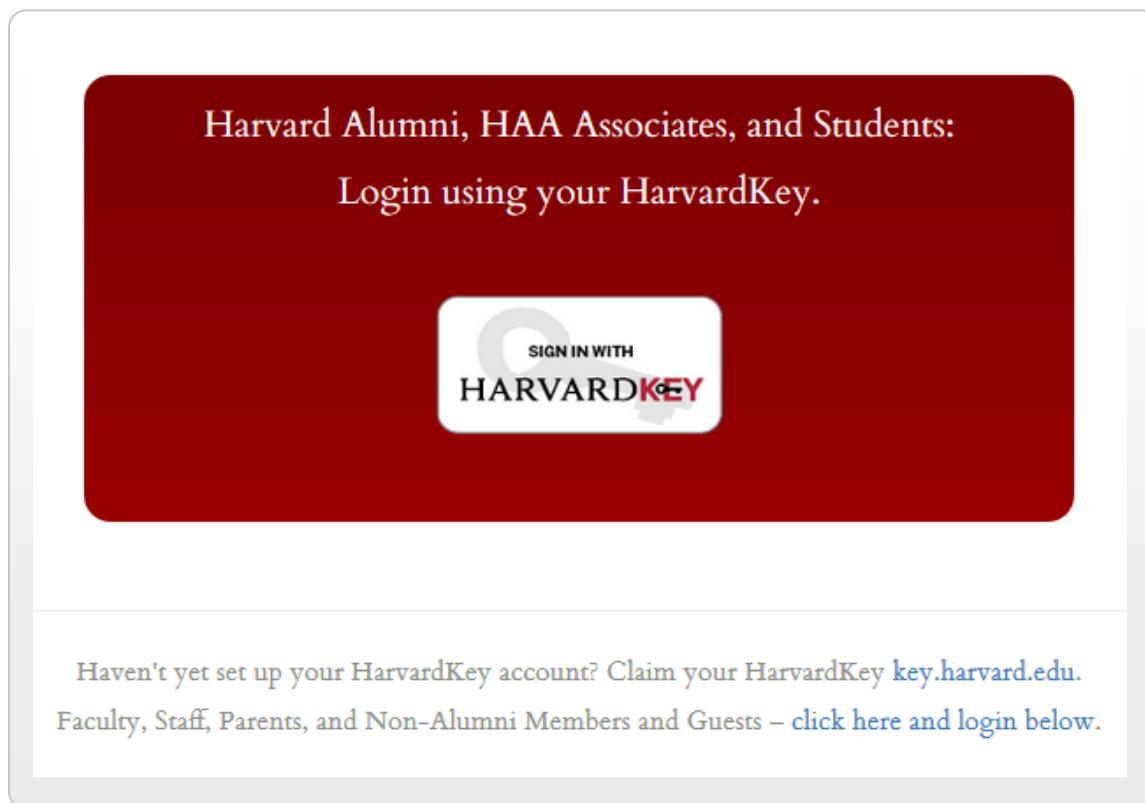
## Login for Non-Alumni and Parents

In addition to the Harvard PIN system, the university also provides a separate application for non-alumni and parents to create and maintain personal accounts within alumni network web sites. Personal accounts enable non-alumni users to resister for membership to your club or SIG; once membership is granted, users can participate in members-only events, as well as access areas of your web site reserved for affiliates of your organization.

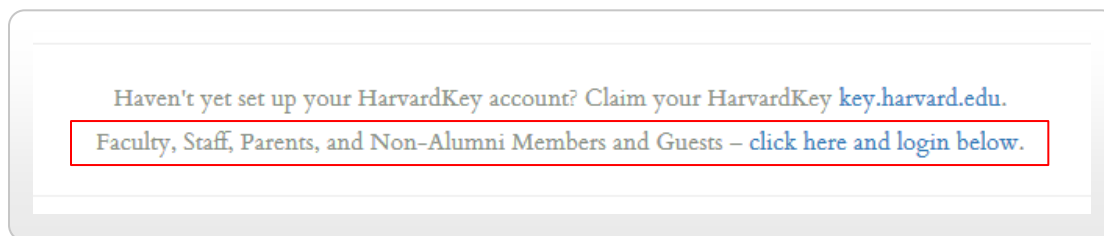
To create a **non-alumni** account, users first select the “**Non-Alumni Login/Register**” option from the “**Login**” menu on your site:



The **non-alumni login screen** appears:



The large red box at the top of the screen reminds alumni, HAA associates, and students (who may have accessed the page by mistake) to log into the system using their HarvardKey credentials. **Non-alumni** use the link at the bottom of the screen to create and access accounts:



When the user clicks the link shown above, **non-alumni login fields** appear below the link:

A screenshot of the "NON ALUMNI LOGIN HERE..." form. The form is divided into two main sections: "Existing Users" on the left and "New to Our Site?" on the right. The "Existing Users" section has fields for "Email address" and "Password", a "Login" button, and a link for "Forgot your password?". The "New to Our Site?" section has a registration notice, fields for "Email", "First Name", and "Last Name" (all marked "required"), a CAPTCHA image with the string "93047", and a "Join" button.

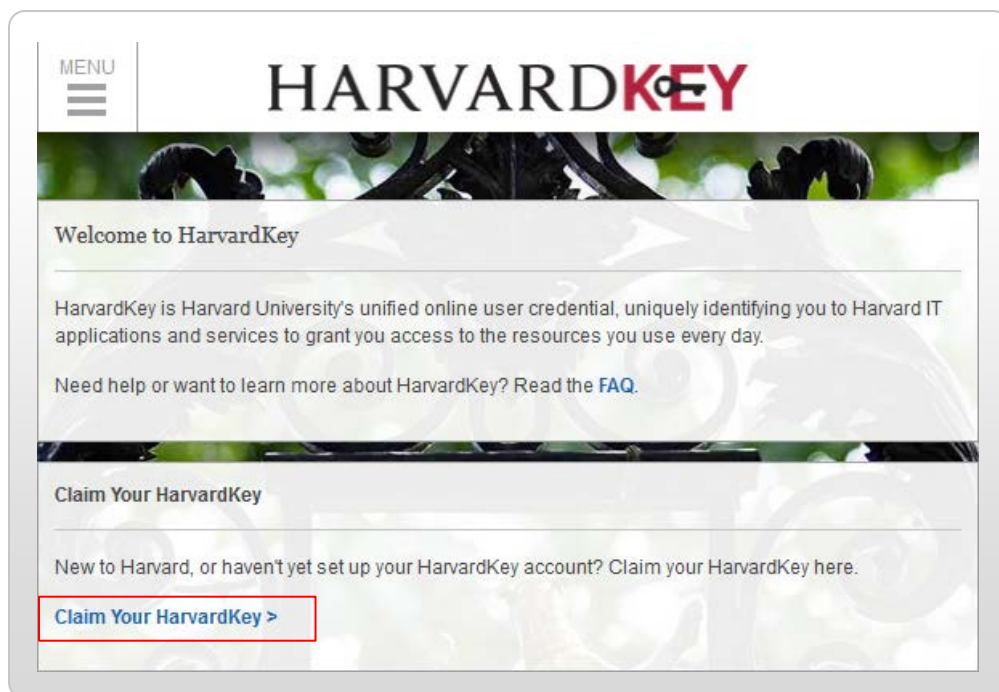
New users can register for an account through your site using the “**New to Our Site**” section at the right of the screen. Once registered, users can log in using the “**Existing Users**” region of the screen at left.

### The Impact of Student Login on Database Records

For confidentiality reasons, Harvard University does **not** automatically add student information to alumni web site databases. However, this information **will** populate into your database by default if students log into your site using their HarvardKey credentials. If your site has recently migrated, any pre-existing student records within your database will be retained, but users whose information was not in your database prior to migration will need to log in at least once before their profile data (including university degree information) is visible within the system.

## Mandatory Login

If needed, you can configure your alumni web site to require that users log into their accounts prior to completing transactions such as membership registration or ticket purchasing. If mandatory login is enabled, alumni, students, and HAA associates must sign in using their HarvardKey usernames and passwords; as mentioned earlier in this guide, instructions for obtaining these credentials can be found at <https://key.harvard.edu>.



If your site allows transactional processing without first logging into an account, registration for membership, events, and/or other activities sponsored by your organization is open to all. However, if a user submits an online order that includes an email address that already exists within your site's database, the system will prompt the user to log into his or her account. If the user instead enters an email address that's not currently in your site's database, the system will create a new "guest" record for the user within the database to process the order:

IMPORTANT: The checkout process is secure. Your credit card number is encrypted, processed, and then immediately discarded.  
NO CREDIT CARD NUMBERS ARE STORED ON THIS SERVER.

### Checkout...

Billing Information:

Email:

First Name:

Last Name:

Company:

Billing Address 1:

If the email address entered at checkout exists in your site's database, the system will prompt the user to log into his/her account. Otherwise, a new "guest" record will be created for this email ID.

Guest records can become problematic if created during the process of registering for membership to your club or SIG. For example, if a user includes a non-Harvard email address when submitting a membership application, his or her membership will be associated with that address instead of a HarvardKey user ID. If that user then tries to register for a members-only event using HarvardKey credentials, the system will not recognize his or her user ID as that of a registered club or SIG member, as the membership was generated under a non-Harvard email address:

## PAID MEMBERS/SUBSCRIBERS ONLY!

This item is only available to users with one of the following paid Membership/Subscription levels:

- Lifetime
- Crimson
- Benefactor

If you are already a member...

...you must first log-in to let the system know who you are. [Click here to log-in.](#)

If a user attempts to log in using a HarvardKey ID after registering for membership via a non-Harvard email address, the system will not recognize his/her credentials as that of a registered club or SIG member.

Issues related to the accumulation of guest records can be resolved by using the **Redundancy Sniffer**; for information and instructions on using this feature, please see the separate training guide on this topic. **Note:** Checking for duplicated records (i.e., redundancies) on a regular basis is important for successful maintenance of your site!



While you may opt to disable mandatory login for your web site, users will need to sign into their accounts if they wish to update profile information included within your site's database. If a user provides an email address that exists in your database when renewing a club or SIG membership, the system will also prompt the user to log in (as in the case of other site transactions).

### Troubleshooting Login-related Questions and Problems

If users contact you to report problems with logging into their accounts, a number of resources are available for assistance with troubleshooting. For alumni, students, and HAA associates experiencing issues related to links on the HarvardKey login screen, the **HAA Online Help Desk** can provide technical support. To contact the help desk, users can:

- Complete a **contact form** at: <https://post.harvard.edu/olc/pub/HAA/Help/help.html>
- Send an email to [haa\\_alumnihelp@harvard.edu](mailto:haa_alumnihelp@harvard.edu) or
- Speak to a representative at 800-823-2478 or 617-496-0559 (M-F, 9AM – 5PM ET).

For non-alumni users, account assistance is available via the set of login screens illustrated on pages 2-3 of this guide.